

Comparisons of Job Characteristics

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Loan Interviewers and Clerks (43-4131)

[Compare Knowledge](#)

[Compare Skills](#)

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[Compare Detailed Work Activities](#)

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| | |
|----|--|
| << | Focus occupation element is much lower |
| < | Focus occupation element is lower |
| 0 | Focus occupation element is at a similar level |
| > | Focus occupation element is at a higher level |
| >> | Focus occupation element is at a much higher level |

Knowledge

Similarity of Focus Occupation to Associated Occupation: 87

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Loan Interviewers and Clerks (43-4131)

| Associated Occupation's Key Knowledge Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | | Evaluation of Focus Occupation |
|--|---------------------------------|--------------------------------|---------------------------|----|---|
| Customer and Personal Service | 11.3 | 15.1 | 15.2 | 0 | Current knowledge level may be sufficient |
| Mathematics | 9.2 | 13.2 | 5.0 | << | Extensive education and/or training may be required |
| Clerical | 7.3 | 11.9 | 12.2 | 0 | Current knowledge level may be sufficient |
| Economics and Accounting | 4.4 | 9.3 | 3.6 | << | Extensive education and/or training may be required |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 92

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Loan Interviewers and Clerks (43-4131)

| Associated Occupation's Key Skills Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | | Evaluation of Focus Occupation |
|---|---------------------------------|--------------------------------|---------------------------|----|--|
| Active Listening | 11.0 | 14.1 | 12.6 | < | A higher skill level may be required |
| Speaking | 10.8 | 14.1 | 12.3 | < | A higher skill level may be required |
| Mathematics | 6.2 | 9.2 | 5.1 | << | Extensive development of skills in this area may be required |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 97

Focus Occupation: Customer Service Representatives (43-4051)
Associated Occupation: Loan Interviewers and Clerks (43-4131)

| Associated Occupation's Key Abilities Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | | Evaluation of Focus Occupation |
|--|---------------------------------|--------------------------------|---------------------------|----|--|
| Oral Comprehension | 12.5 | 15.1 | 13.1 | < | Some improvement in abilities may be required |
| Written Comprehension | 11.0 | 14.0 | 10.8 | << | Extensive improvement in abilities may be required |
| Speech Recognition | 9.9 | 13.8 | 11.8 | < | Some improvement in abilities may be required |
| Near Vision | 11.1 | 12.5 | 10.3 | < | Some improvement in abilities may be required |
| Mathematical Reasoning | 6.3 | 10.0 | 6.1 | << | Extensive improvement in abilities may be required |
| Number Facility | 6.3 | 9.1 | 5.4 | << | Extensive improvement in abilities may be required |
| Speed of Closure | 5.9 | 8.3 | 5.8 | << | Extensive improvement in abilities may be required |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 79

Focus Occupation: Customer Service Representatives (43-4051)
Associated Occupation: Loan Interviewers and Clerks (43-4131)

| Work Activities | Exclusivity of Activity |
|---|-------------------------|
| Collect deposit or payment | 78 |
| Fill out business or government forms | 42 |
| Interview customers | 71 |
| Maintain records, reports, or files | 5 |
| Obtain information from individuals | 24 |
| Prepare reports | 8 |
| Provide customer service | 14 |
| Use computers to enter, access or retrieve data | 3 |
| Write business correspondence | 58 |

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: n/a

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|---|
| Focus Occupation: Customer Service Representatives (43-4051) Associated Occupation: Loan Interviewers and Clerks (43-4131) |
|---|

| | |
|-------------------------------|--------------------|
| Tools and Technologies | Exclusivity |
|-------------------------------|--------------------|

| |
|---|
| Tools and technology data is unavailable for one or both occupations. |
|---|

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.